

# TRICARE Users Consumer Watch

## West ♦ Quarter 1 FY 2012

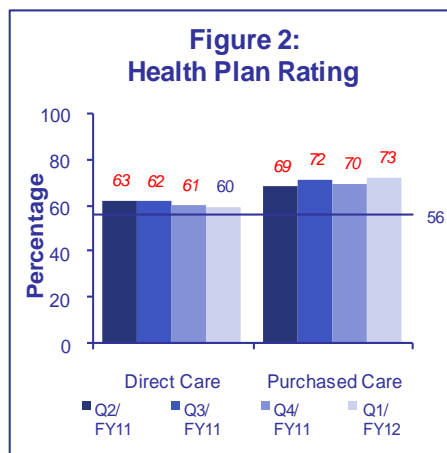
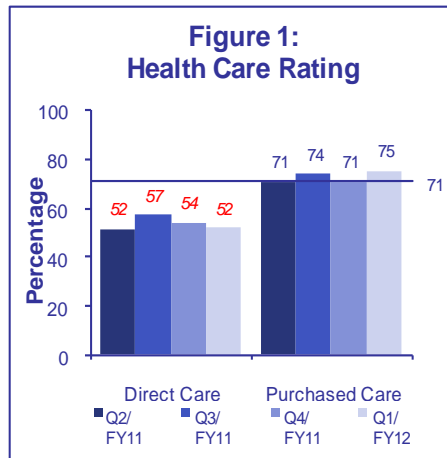
DEFENSE HEALTH COST ASSESSMENT & PROGRAM EVALUATION

Source: Health Care Survey of DoD Beneficiaries

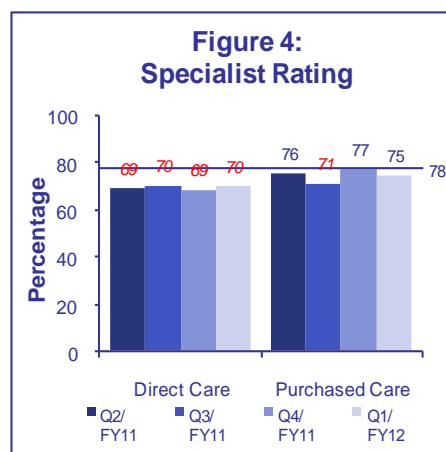
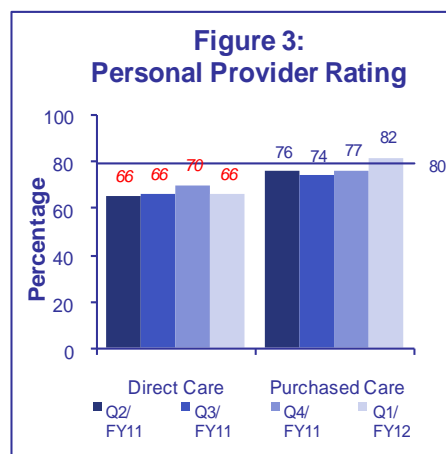
### Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE users in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans.

Rates are compared with averages taken from the 2010 National CAHPS Benchmarking Database (NCBD), which contains results from surveys given to beneficiaries by civilian health plans. Rates differing significantly from the benchmark are bolded and shown in red.

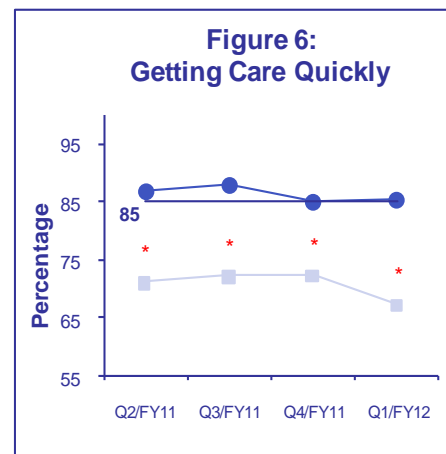
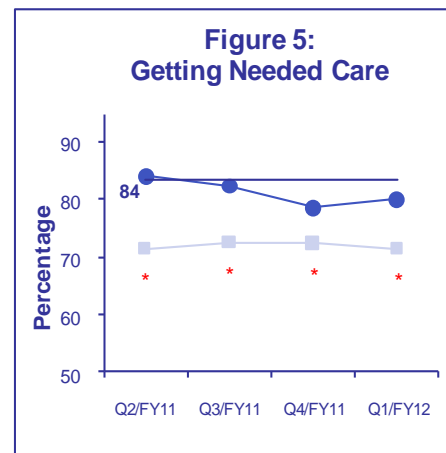


Figures 1 through 4 show the proportion of Prime enrollees with a military PCM (direct care), or enrolled to a civilian PCM, or using Standard/Extra for most of their care in the past year (purchased care) who respond 8 or above when asked to give a rating on a 0 to 10 scale (0 is bad, and 10 is good), for Health Care, Health Plan, Personal Doctor, or the Specialist they see most often. Rates are adjusted for age and health status.



#### Legend:

- Direct Care
- Purchased Care
- Benchmark
- \* Significantly different from Benchmark



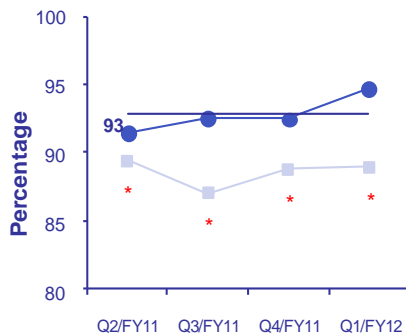
### Health Care Topics

Health Care Topics scores average together results for related questions. Each score is the percentage who “usually” or “always” got treatment they wanted. Asterisks show values significantly different from the NCBD benchmark ( $p < .05$ ).

Figure 5 presents the composites “Getting needed care”. Scores are based on patients’ problems getting referrals and approvals and getting needed treatment.

“Getting care quickly”, shown in Figure 6 scores concern how long patients wait for an appointment or wait in the doctor’s office.

**Figure 7:  
Doctors' Communication**



Scores in Figure 7, “Doctor’s communication” are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.

**Figure 8:  
Customer Service**

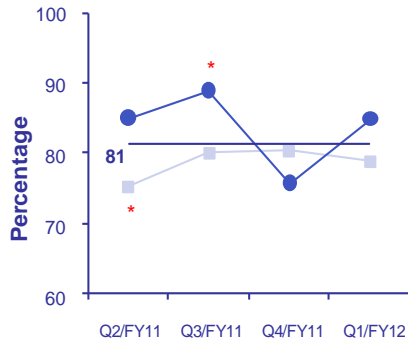


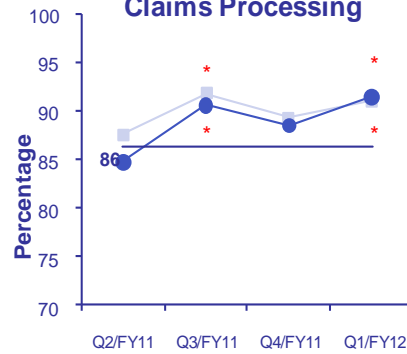
Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.

“Claims processing” scores in Figure 9 are based on the timeliness and correctness of plan’s claims handling.

**Legend:**

- Direct Care
- Purchased Care
- Benchmark
- \* Significantly different from Benchmark

**Figure 9:  
Claims Processing**



## Preventive Care

The preventive care table compares TRICARE users’ rates for diagnostic screening tests and smoking and tobacco use cessation with goals from Healthy People 2020, a government initiative to improve Americans’ health by preventing illness. A new metric for the non-smoking rate is used: current non-smokers.

Rates that are significantly different (p < .05) from the Healthy People 2020 goal are shown by red italics.

Preventive Care					
Type of Care	Qtr 2 FY 2011	Qtr 3 FY 2011	Qtr 4 FY 2011	Qtr 1 FY 2012	Healthy People 2020 Goal
Mammography (women > 40)					81
Direct Care	83	85	88	91 (305)	
Purchased Care	84	82	82	80 (154)	
Pap Smear (women > 18)					93
Direct Care	89	90	91	89 (814)	
Purchased Care	88	84	84	86 (326)	
Hypertension Screen (adults)					95
Direct Care	87	86	90	91 (2008)	
Purchased Care	92	91	92	91 (449)	
Prenatal Care (in 1st trimester)					78
Direct Care	84	87	89	92 (106)	
Purchased Care	93	87	95	94 (47)	
Percent Not Obese (adults)					69
Direct Care	83	80	80	84 (1968)	
Purchased Care	77	74	76	76 (444)	
Non-Smokers (adults)					88
Direct Care	83	85	85	86 (1937)	
Purchased Care	87	89	90	88 (440)	
Counseled to Quit (adults)					-
Direct Care	83	77	76	82 (387)	
Purchased Care	87	74	86	78 (57)	

Numbers in red italics are significantly different from the Healthy People 2020 goal (p < .05).